

Work Request – Summary

Franklin Thurston

Work Request Portfolio

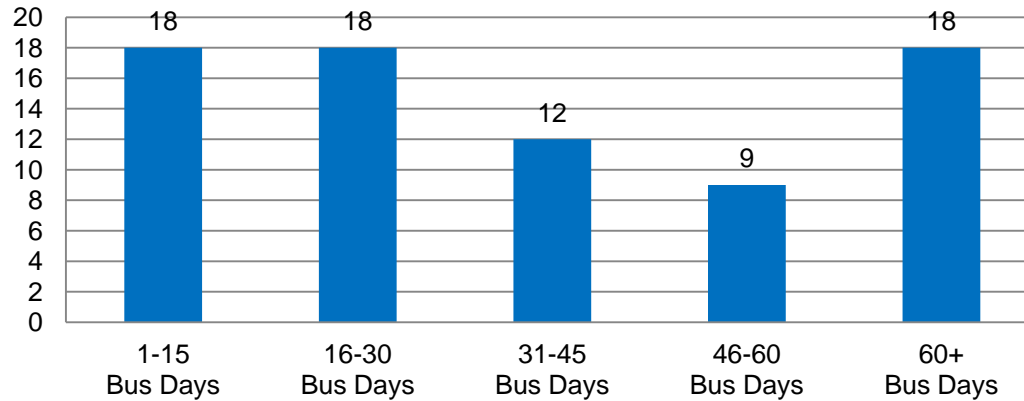
Phase (as of)	Sep 1	Oct 1	Oct 28
Solution Development	89	93	99
Awaiting NTP	47	32	42
Implementation	175	198	223
Close-out	22	36	38
Total Projects	337	359	383

Work Request Activity Summary

Solution Development	Aug	Sep	Oct
Requests for Solution	69	73	47
Proposals Delivered to VITA	55	49	42
Requirements Returned by NG	5	3	8
Cancellations by Agency	7	12	12
Proposals Withdrawn by NG	3	5	1
Implementation	Aug	Sep	Oct
NTPs Issued (Custom WR)	28	41	31
NTPs Issued (Standard Forms)	16	29	43
Notification of Completions	39	55	37
Cancellations by Agency	1	0	2

- Progress being made towards resolution of applicable incremental labor charges, however, issue continues to delay custom work requests
- Teams discussing process details to incorporate concept of Solution Design Proposal
- Enhancing schedule change control and metrics collection regarding Implementation schedule achievement

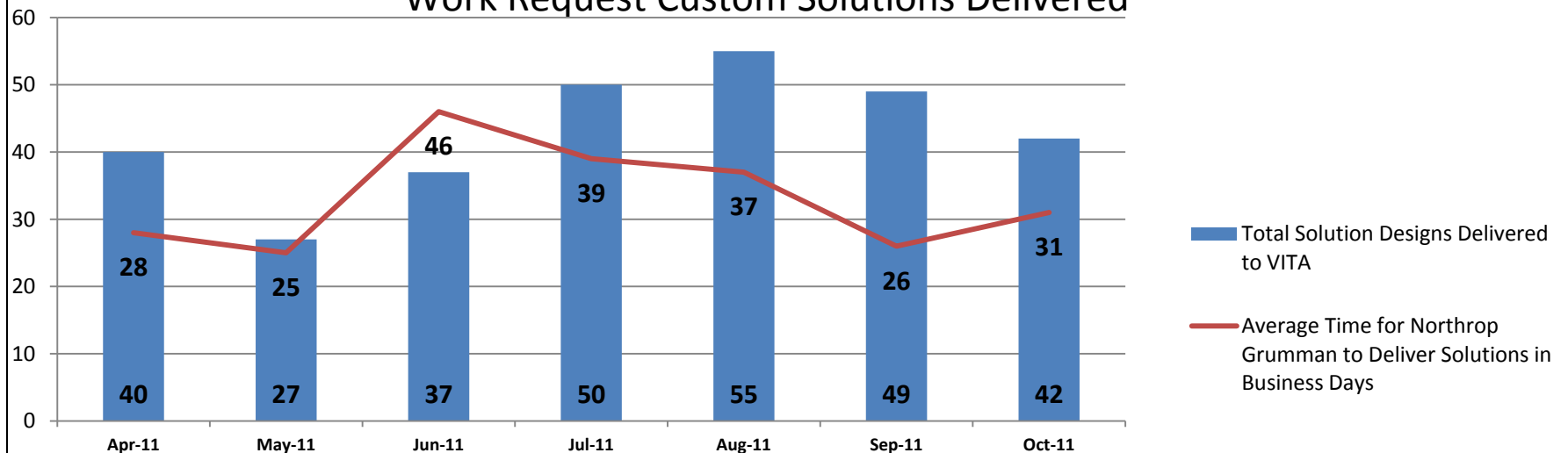
Solution Development Aging, as of Oct 28



60+ Days Aging Variance

Status	Qty
Customer Initiation Phase	8
Solution Development	5
UCaaS Scheduling	3
Pending Cancellation	2

Work Request Custom Solutions Delivered



October Accomplishments

- ✓ Delivered draft Server standard forms for VITA review; collaboration underway
 - ✓ Eleven forms currently in collaboration
- ✓ Implemented improvements to existing forms based on completed implementations
 - ✓ 7-001 non-CESC Storage Modification
 - ✓ 8-005 Bandwidth Modification
 - ✓ 6-001 Enterprise Handheld Devices
 - ✓ 7-003 CESC Storage Modification

Standard Work Request Template Development Status Report				
10/28/2011				
New Number	Status	Form Version	Version Release Date	
1 - Cross Functional Services				
1-001: Infrastructure Related Labor	In Production	V1.0	8/5/2011	
1-026: DR Server Deinstallation	NG Development - VITA has not received the draft template yet.			
5 - Desktop Computing Services				
5-001: Software Installation (desktop)	In Production	V1.0	8/5/2011	
5-002: PC Encryption	VITA prepared a draft form and submitted to NG for review	tbd	tbd	
6 - Messaging Services				
6-001: Enterprise Hand Held Devices	In Production.	V1.3	10/27/2011	
7 - Mainframe and Server Services				
7-001: Data Storage Service (Non-CESC)	In Production	V1.2	9/21/2011	
7-002: CESC Storage Back-up Opt-out	Piloting form	V1.1	9/6/2011	
7-003: SAN Storage Modification (CESC/SWESC)	In Production	V1.2	10/13/2011	
7-004: NAS Storage Modification (CESC/SWESC)	Labor Dispute	tbd	tbd	
7-005: Storage Authorization for Clone (CESC/SWESC)	In VITA Review (F&A)	tbd	tbd	
7-006: Above Standard RAM	NG Development - VITA has not received the draft template yet.	tbd	tbd	
7-026: Virtual Server (CESC/Windows/small, 1-2 CPU)	In Production. V1.2 in collaboration	V1.1	9/6/2011	
7-027: Virtual Server (CESC/LINUX/small, 1-2 CPU)	Collaboration with VITA			
7-028: Virtual Server (Non-CESC/Windows/small, 1-2 CPU)	Collaboration with VITA			
7-029: Virtual Server (Non-CESC/LINUX/small, 1-2 CPU)	Collaboration with VITA			
7-051: Physical Server (CESC/Windows/small, 1-2 CPU)	Collaboration with VITA			
7-052: Physical Server (CESC/LINUX/small, 1-2 CPU)	Collaboration with VITA			
7-053: Physical Server (Non-CESC/Windows/small, 1-2 CPU)	Collaboration with VITA			
7-054: Physical Server (Non-CESC/LINUX/small, 1-2 CPU)	Collaboration with VITA			
8 - Data Network Services				
8-001: ABC Managed Router & Firewall	V1.1 revised to include PCI license for new office. Need NG's input to proceed. V1.0 is being used as a stopgap measure.	tbd	tbd	
8-002: Managed Router	In Production	V1.1	9/6/2011	
8-003: Managed Firewall	In Production. Revision prepared by VITA to include FW for 10+ users.	V1.1	9/6/2011	
8-004: Site to Site VPN	In Production	V1.0	8/5/2011	
8-005: Bandwidth Modification	In Production	V1.2	9/27/2011	
8-006: Temporary LAN Ports	VITA and NG disagree on the cost approach for this WR. Mutually agreed to put this form on hold.			
8-007: Data Infrastructure Relocation	Comments returned to NG			
8-090: Wireless LAN (New)	Contract dispute regarding PCI/HIPAA Language. Being addressed by the CM-IPT. Form not available for use until issue is resolved.	V1.0	tbd	
8-091: Wireless LAN (Replacement)	Contract dispute regarding PCI/HIPAA Language. Being addressed by the CM-IPT. Form not available for use until issue is resolved.	V1.0	tbd	
9 - Voice and Video Telcom Services				
9-001A: UCaaS Service	Contract dispute regarding disposal of existing phone equipment	tbd	tbd	
9-001B: UCaaS Service	Contract dispute regarding disposal of existing phone equipment	tbd	tbd	